

IDSS Security Token Update

The Iowa Department of Public Health has negotiated a new contract with the vendor of the security tokens. The details of the changes are below:

1. **Existing Safeword Silver tokens** are no longer under warranty, but the service agreements have been purchased to ensure that working tokens stay active until September 30, 2012.



- a. You can continue using your existing token until September 30, 2012.
 - b. Safeword Silver tokens purchased before January 1, 2012 that fail **cannot** be replaced free. The user will need to purchase a new **eToken Pass** to continue using IDSS.
 - c. Safeword Silver tokens purchased since January 1, 2012 that fail **will** be replaced without cost until September 30, 2012. This does not include lost or damaged tokens.
2. **New eToken Pass** devices are handled a little differently due to the billing and support schedule.



- a. Cost of the Token device, the first year service fee, and shipping & handling is \$60.
 - b. An annual service fee of \$13.34 will be billed and due each year on October 1.
 - c. As long as the service agreement is current, there is a lifetime warranty on the eToken Pass device.
 - d. The token device will stop working if the renewal service fee is not paid by October 1.
 - e. **eToken Pass fee Reimbursement:** For tokens used to access the IDSS, the new eToken Pass fee is eligible for reimbursement under preparedness grants on both the public health and hospital sides. Costs can be billed to the NIMS required activity. Unfortunately, stand-alone labs do not fall into either category.
3. **Transitioning to the new eToken Pass device**
 - a. The IDSS team is not prepared to transition 600 tokens all at once.
 - b. Please wait for more information on how the IDSS team plans to facilitate this transition.